**Chapter 3**

1. Explain how you can practice formal and informal research as you apply Phase 2 of the 3-x-3 writing process.
2. Discuss how to organize information into strategic relationships.

**Chapter 4**

**\*It’s easy to use clichés because they just roll off the tongue. What’s wrong with tried-and-true expressions such as it is what it is and at the end of the day? (L.O. 2)**

**\* Conciseness is valued in business. However, can messages be too short? (L.O. 1)**